

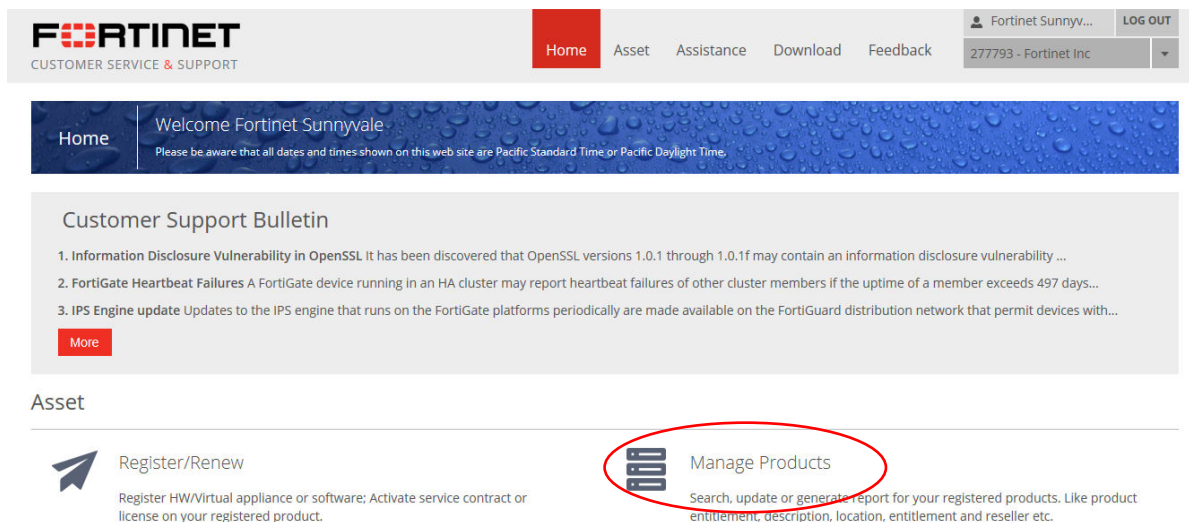
View the details of a Product and Service Entitlement

It is crucial to understand and know the details about your products. Check the support level, service type, activation date, expiration date etc regularly to ensure it is within your expectation or all these are updated.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**

*Account ID/Email must be the same full email address where the product is currently registered to.

2. Under Asset, select “Manage Products”



FORTINET
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

Fortinet Sunnyv... LOG OUT
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Home Welcome Fortinet Sunnyvale
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

Customer Support Bulletin

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

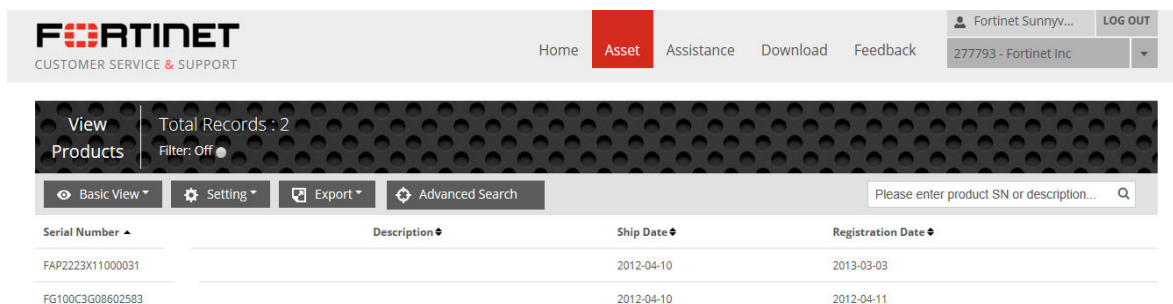
More

Asset

Register/Renew
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.

Manage Products
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

3. Select serial number that you want to view the details or check the service entitlement.



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View Products
Total Records : 2
Filter: Off

Basic View Setting Export Advanced Search

Please enter product SN or description...

Serial Number	Description	Ship Date	Registration Date
FAP2223X11000031		2012-04-10	2013-03-03
FG100C3G08602583		2012-04-10	2012-04-11

View the details of a Product and Service Entitlement

4. Product info page appears, displaying product general and version & update information.

Product Details

FortiGate 110C
FG100C3G0860

Service Will Expire On
2014-12-31

Back To List

Information

General

Location

Entitlement

License & Key

Registration

Renew Contract

Add Licenses

RMA Transfer

Assistance

Ticket List

Technical Request

Customer Service

DOA Request

RMA Request

WebChat

Product Info

General

Version & Update

Edit

Product Model: FortiGate 110C
Serial Number: FG100C3G0860
Registration Date: 2012-04-11
Ship Date: 2012-04-10
Warranty: Fortinet Internal Order
Description: N/A
Partner: Fortinet Inc
OS Version: FG110C-FW-5.00-271
AV Engine Version: 5.146
AV Engine Update Time: 5/3/2014 7:05 PM
AV DB Version: 22.121
AV DB Update Time: 5/3/2014 7:05 PM
IPS Version: 4.490
IPS Update Time: 5/3/2014 7:05 PM
IPS Engine Version: 2.179
IPS Engine Update Time: 5/3/2014 7:05 PM

5. Click on “Entitlement” to view support coverage and registered support contract details.

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Product Entitlements

Support Coverage

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	2012-04-11	2014-12-31
Firmware & General Updates	Web/Online	2012-04-11	2014-12-31
Enhanced Support	24x7	2013-04-24	2014-12-31
Telephone Support	24x7	2013-04-24	2014-12-31
AntiVirus	Web/Online	2012-04-11	2014-12-31
NGFW	Web/Online	2012-04-11	2014-12-31
Web Filtering	Web/Online	2012-04-11	2014-12-31
AntiSpam	Web/Online	2012-04-11	2014-12-31

Registered Support Contract

Contract Number	SKU	Creation Date	Registration Date	
+	399188403	FCX-15-00000-120-02-10	2014-04-02	2014-04-02
+	399188407	FCX-15-00000-950-02-09	2014-04-02	2014-04-02
+	967296051	FCX-15-00000-120-02-13	2013-04-25	2013-04-25
+	964957916	FCX-15-00000-950-02-12	2013-04-15	2013-04-15
+	964932387	FCX-15-00000-964-02-01	2013-04-14	2013-04-14